Product Name and Version:	i-Sight Case Management System – custom version https://infads.truvenhealth.com
DB Platform and Version	Domino 9.01
Operating System	Windows Server 2012 (Virtual Network)
Total document storage volume	50-100 GB
Reporting System	Yellow Fin 7.0
Reporting Database	SQL
Reporting Server	Windows Server 2008

Architecture:

i-Sight allows users to capture data on current FADS contact and cases. The following case types are available for use in i-Sight:

a. **Contact Log** – the contact log form allows the user to capture information obtained from contact with various customers. The Contact Log can be closed upon completion of the customer contact, or sent to the PI Manager who will decide if the case should be promoted to a Preliminary Investigation for further follow-up. A new contact log should be completed for each new call received, and then linked to any other pertinent open cases. Only cases regarding providers should be promoted to preliminary investigations.

b. **Preliminary Investigation** – The Preliminary Investigation form allows the users to capture all information obtained during a preliminary investigation and credible allegation of fraud investigation. Depending upon the outcome of the investigation, the preliminary investigation can be closed upon completion or promoted to Project Case. If the investigation results in a payment suspension or MFCU hold, it should be promoted to a Project case before entering the payment suspension or MFCU hold information.

c. **Provider Case** – The provider case will no longer be used in i-Sight. Current provider cases will remain as provider cases until closed.

d. **Project Case** – The Project Case form allows the user to capture all information relevant to an audit, prepayment review or payment suspension case and the associated providers. The user is able to follow the progress of the case from its beginning to resolution.

e. **Provider Portal** - The Provider Portal is a secure website used to communicate with providers. This site allows providers to securely submit responses to self-audits and requests for medical records.